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**Business  
Technology Support  
Services**

# Welcome

We would like to thank you for reading this booklet and spending a few moments to find out about RJS Consultants. We are a group of IT Specialists who pride ourselves on providing a personal support service for your technology requirements.

## Our Typical Clients

RJS Consultants specialize in supporting small businesses who do not have their own IT department. Typically, this is companies with fewer than 10 staff, and often less than 5 staff.

These companies rely on our professional and friendly, quick and efficient support, so that they can get on and deal with supporting their clients.

And hopefully, we grow together.

Where practical our support is able to be provided remotely, immediately, without needing to visit.

*So there is no wasted time organizing diaries or setting dates.*

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## Computers, Technology & Internet Support

We can provide assistance on anything from basic computer set up and tuition to supporting a full network:

- ✓ Computers (incl Apple)
  - ✓ Smartphones & Tablets
  - ✓ Acquire New Equipment
  - ✓ Broadband and Wireless
  - ✓ Networking
  - ✓ Internet Phones
  - ✓ CCTV
  - ✓ Printers and scanners
  - ✓ Windows, Mac OS, IOS, Android
  - ✓ Email and Website Hosting
  - ✓ Virus and Malware Protection
  - ✓ Internet Safety
  - ✓ Problem Solving
  - ✓ Training and Tuition
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## Project Management

RJS Consultants can also manage changes to the way that a company uses their technology. Recent examples have included:

- ✓ Cloud File Sharing
  - ✓ Network migration
  - ✓ Office moves
  - ✓ VOIP Phone Systems
  - ✓ Cyber Security
  - ✓ ePOS installation and Support
  - ✓ New/Improved business processes
  - ✓ Database Development
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## Our Background

RJS Consultants were formed in May 2003 by Nigel Shapiro.

Prior to this, Nigel worked for over 20 years in the IT industry, advising companies how to use technology to help their business.

Using the knowledge and skills acquired in that work, Nigel opened RJS Consultants, focused on supporting small companies who typically do not have access to the larger company systems, but who nevertheless need the same technology services, and can benefit from the expertise that Nigel and his team can bring.

# IT Problems?

## We have the answers!

### Having a Problem?

Even the simple things can be time consuming.

And you have got your business to worry about, not the technology that you need working to manage your business.

We're here to make sure that it does!

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### Our easy Solutions

As Technology Specialists, and being a small company ourselves, we know what supporting a small business requires and the urgency when problems do arise.

We have helped a number of companies establish and grow their technology in the past 18 years.

We would now like to offer our help to you, to get your technology working quickly in the way that you need, without you spending lots of your time trying to figure it out.

You have your business to run. We can look after the technology for you.

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### Computer MOT

One of the major functions that we can provide is to service your computer on an annual basis.

Over time, a degree of garbage builds up on your computer that has the effect of slowing it down. That garbage can take the form of:

- ✓ Programs opening up on start-up that you don't need
- ✓ Scheduled tasks that slow your computer down
- ✓ Programs that are no longer required
- ✓ Temporary files that haven't been deleted

In addition, every time that Windows does an update, especially one of the half yearly "feature updates" there may be corresponding updates to the computer that should be installed so that it can work optimally with the version of Windows.

And there are other checks done as well to do as much as we can to have the computer working to the best of it's ability, given its age.

Short and long term support is available, with prices to suit.

If you would like some help, please do call us on 01923-254302.

We look forward to helping you.

# Getting What you Need

## Equipment— Computers, Printers, Routers, (whatever is needed)

It is especially important to get technology equipment that is “fit for purpose”.

As part of our service, we verify that the equipment requested will do the job intended and will meet any technical criteria.

We will then find the best way to purchase the equipment and work with the vendor to get the best price available.

Once agreed with you, we acquire everything, set it all up and install it for you, so that you don't have to worry about how to connect it to the network, printers, pick up email etc.

## Options for what to get

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Do you know what version of Windows & Office are best suited to your business' needs?

Did you know that some printers allow you to print from both computer and Tablets directly? Some are wireless and some have document feeders.

## Vendor Management

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Do you know how to get best value from your vendors? Do you know how much you could be “wasting” on maintenance and licensing arrangements that do not actually provide the support or service that you require?

Let RJS Consultants help you get the services that you require, and the services that the vendors are able to give you at a price that is a win:win to both you and the vendor.

We have real experience of saving serious amounts of money by actively reviewing what license and maintenance arrangements are required and working with the numerous suppliers to be able to negotiate competitive rates.

Remember - just because it was a good deal last year (or 3 years ago!) doesn't mean it is the best deal available today.

Whilst a saving of a few ££ a month may not be worth the aggravation, it could be £00's.

# Virus and Malware Protection

## What is a Virus?

A virus is intended to destroy the data on your computer by deleting files. Sometimes this can target certain types of files or it might just be random files. But it could target Windows files which then makes the computer unusable.

As a minimum, backups are required to recover from a virus. Sometimes the computer will need to be reset back to the original "factory" settings. Painful.

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## What is Malware?

Malware has an objective of getting hold of personal details, passwords and/or credit card details. One result of having Malware on your computer is that it will cause it to run more slowly than usual. Sometimes the only way to get malware off the computer is to reset it to "factory" settings.

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## How do they get onto my PC?

There are unfortunately many ways that Viruses and Malware can get onto your computer. The most common ways are:

1. Opening an attachment
  2. Downloading music and photos, that might also (unknown to you) download other things as well
  3. Allowing someone to "help you with your computer", but when you allow them access to your computer, you are allowing them to install software to steal your personal details
  4. Going to an infected website, which downloads the unwanted software
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## Free Vs Paid

"Free" software checks once a day whether there has been a problem, whereas "Paid" software checks in real time whether you are downloading a mischievous bit of software.

Clearly, this makes the paid software the better method for protecting your computer. An analogy that we use is:

*" Consider the burglar alarm on your house. Free software is the equivalent of turning off the burglar alarm and leaving the front door wide open. The software will then check the house once a day to see if you have had a burglar. Whereas the paid software turns on the burglar alarm and locks the front door to stop burglars getting in. It might still get fooled into letting a new burglar in, but does stop all known burglars."*

The cost of the protection software is a lot less than the cost of sorting out the problem. Think of it as an insurance policy that you hope you never have to use.

# Backup and Recovery

## What is a Backup?

A Backup is when your data files are copied from your computer to another device. But a backup on its' own achieves very little. A Backup is only worthwhile as part of a process to be able to recover files in the event of a problem.

This is one of the most important, yet also one of the most neglected areas of computing. Backing up your data should be at the top of your computer maintenance list. Without data backup you are running the risk of losing your data. And it will happen – don't think that you don't have to worry about it.

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## What would I Backup?

With more and more information being held electronically, it is likely that you are relying on your computer for banking information, client details, letters, and all sorts.

- ✓ What would happen if you lost the information on your clients?
  - ✓ Or your financial records?
  - ✓ Would it be a problem?
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## Backup - Why can't it wait?

It is one of those jobs that is always put off. At RJS Consultants, we can (sadly) give lots of examples of people who have put off doing their backups. Can you predict when your computer will fail?

**“Help. Please can you try to recover our data??”**

Sometimes we can. Many times we have got most of the data back. But not always. And the cost of retrieval can be significant. Why wait for a problem? Don't put it off.

Arrange for your Backup.... NOW..... **Please**. We really are disappointed when we have to try to recover data off a failed disk or computer.

The only real question is..... How? Essentially there are 2 options:

1. External hard drive
2. Remote backup

The first option will successfully backup your data, but you have to remember to do it. RJS Consultants provide a Backup Service that ensures that your data is securely backed up automatically to a remote server so that in the event of a disaster, your data is properly secured.

For further details please visit our website or call on **01923-254302**.

# Business Support Agreement

## The Agreement

At RJS Consultants we pride ourselves on providing a quality, personal and professional service to our clients. And we like to remove the barrier to quick support that comes with every call ending with a bill.

The 'Business Support Agreement' allows a User to receive personal support when it is required (subject to some caveats) and for these remote support calls to be covered by the Support Agreement.

The cost can be based on the number of devices, or the number of calls per month.

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## What's Covered?

The support calls can be for software and services affecting the use of the computer, network connection, printers or smartphones and we expect that these calls can be completed in around 25/35 minutes.

There are very few issues that cannot be handled remotely, although if the problem is with the broadband connection itself, there are obvious limitations!

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## How is it Provided?

We perform remote takeover of the computer or tablet or smartphone, and can then (after understanding the problem), provide a solution.

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## Ad Hoc Support- An Alternative

Ad Hoc support is the simplest of all the support options provided by RJS Consultants, and requires no commitment.

It is a good starting point for all clients who are uncertain how much support they might require.

The call out charge (and first 30 minutes of support) is £45+VAT.

For clients who call RJS Consultants (even on an irregular basis) for their support, it is likely to be beneficial to take out a Business Support Agreement.

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## Further Details

For further details please visit our website, email us or call us.

All our contact details are on the back of this booklet.

# + And We Also:

Not only do we support business clients with their technology, but we are very happy to support home workers and private individuals.

We think that it is just as critical that the home computer is working – some would say that it is even more critical!

- ✓ The children need the computer for Facebook, twitter, music, games and perhaps doing their homework, coursework and Internet research etc.
- ✓ Adults need the computer for their email, internet banking, streaming, recreation etc.

The computer has become an integral part of the home – and when it isn't working, it feels like you've been cut off from the world. So what can we cover?

**Well, simply, we can provide all the services that we provide to a business.**

We just tweak some of the services to take into account that it is a home environment.

We have long experience of resolving home computer problems, and would be delighted to help.

## Contact Us

RJS Consultants Ltd

Watford

Hertfordshire

Phone: 01923 254302

**Website:** [www.rjs-consultants.com](http://www.rjs-consultants.com)

**E-mail:** [Support@rjs-consultants.com](mailto:Support@rjs-consultants.com)

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